At the same time, by marketing Qwest's service directly, U S WEST has given Qwest the ultimate "warm transfer," because the Qwest customer, unlike the AT&T customer, gets to talk immediately to its long distance carrier's sales representative – in Qwest's case, U S WEST. Moreover, if customers subsequently call with questions that should be referred to Qwest, U S WEST states that its representative "will automatically transfer the call to Qwest" – the opposite of its policy with AT&T. U S West Brief, p. 7. This further illustrates the ways in which this marketing agreement creates illicit favoritism of, and discrimination among, long distance carriers by U S WEST, and leads to its abandonment of its assigned neutral role as PIC administrator.

8. Finally. in addition to the grounds discussed by Mr. McMaster, there is an additional requirement in the U S WEST Qwest agreement that would make it highly disadvantageous for AT&T's marketing to small business customers: Section 2.5 of the Qwest agreement would require AT&T to permit U S WEST to take control of its billing. While AT&T does not object to appearing on a single U S WEST bill with respect to its residential customers, the separate billing of business customers – who often need more specialized formats and capabilities because of accounting and expense tracking objectives – is a highly significant means by which AT&T differentiates its service from those of its competitors. Furthermore, a separate bill provides a regularized mechanism through which AT&T can communicate with its customers regarding new services, price changes, and other issues of concern. Under the Qwest agreement, however, AT&T would no longer be able to differentiate it service on this basis, and would lose control over this valuable channel of communication.

9. I declare under penalty of perjury that the foregoing is true and correct. Executed on May 29, 1998.

Clifford Holtz

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A490 YRENT FORCE PRESENTER, CA 94566

May 24, 1995

Mr. Sandy Senderson Manager-U S WEST 1600 7th Avenue 2714 Bell Plazz Seattle, WA 98191

Dear Sandy,

This is a request for U.S.WEST to file an access tariff for On-Line Transfer service for customers having a "business" class of service. AT&T is requesting that access tariffs be filed by July 31, 1995, with service availability by September 30, 1995.

On-Line Transfer service directs the Access Provider to offer to forward existencers to AT&T via a toll free talephone number, when the customer selects AT&T as their primary inter-exchange carrier. AT&T's experience is that approximately 80% of customers accept the offer of transfer and about 20% decline the offer. AT&T does not expect to have customers with billing inquiries transferred to the number designated for On-Line Transfer Calls of that nature would be handled through already established channels. Additionally, AT&T is requesting that U S WEST bill On-Line Transfer service via the existing Billing and Collection Bill.

AT&T plans to use On-Line Transfer service for contomers designated by U S WEST as having a "business" class of service and who meet the fellowing criteria:

- They select AT&T as their long distance carrier with a "288" FIC for a new line (new and existing businesses).
- 2. They change to AT&T as their long distance carrier with a "285" PIC for an existing line
- 3. They move and select ATAT as their long distance carrier with a "288" PIC.
- 4. They call to inquire about a service-type product offered by AT&T.

Although other AT&T entities have previously hold discussions with U S WEST concerning this service. AT&T is now officially requesting that access tariffs be filed for this service. Several On-Line Transfer tariffs are in effect or about to become effective. Copies of these tariff filings our be made available to useist you in developing tariff language.

Please provide a written response to this request by June 5, 1995. If you have any questions, please contact Joan Elisworth on (510) 224-4146 or Paggy Roader on (303) 298-6172.

Sincerely,

28:43

Amy Lynch

Manager Service Development

Copies to: Patry Hahr, Carl Hunt, Sherry Miston, Paggy Reader



PSart & Winter Account Victo President Mass 4460 Witom Road Room 100 Proceeding, CA 94586 \$10 224-1020

June 29, 1995

M.S. Marge Gorshe
Vice President - Carrier Market
AT&T Account Team
U S WEST Communications, Inc.
1801 California Street, Roseo 2440
Denver, Colorado 80202

Dear Marge,

On May 24, 1995, AT&T requested that U S WEST file a tariff for On-Line Transfer service for "business" class eustomers. On June 5, 1995, U S WEST responded that On-Line Transfer does not fit with U S WEST's corporate strategy and the decision was made to not offer this service to customers.

U.S. WEST currently has a tariff in place to offer this service to its residential customers that allows for exeries to subscribe to and pay for On-Line Transfer. AT&T would like to put its small business customers on the "best "service solution at the first opportunity, which is at the time they have selected AT&T as their currier. Today, it can take up to 20 days for AT&T to identify new customers that have PIC'd AT&T. An On-Line Transfer process would allow AT&T to put customers on the right service at the time of the initial call.

As stated in the May 24, 1995 letter, ATRT's experience is that about 80% of customers accept the office of on-line transfer. Several access suppliers' On-Line Transfer tariffs are already effective or are about to become effective. ATRT wants to use On-Line Transfer for customers designated by U.S. WEST as having a "business" class of service and who most the criteria as previously stated.

AT&T plans to implement Ou-Line Transfer endouvile by the end of September, 1995. AT&T requests that U.S. WEST re-regulate its June 5, 1995, position and file a tariff by July 31, 1995, with service available by

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September 30, 1995. Please provide a written response by Friday, July 7, 1995, that responds to AT&T's request.

Sincerely,

ccii C. Hunt, M. Johnson, A. Lynch, S. Sanderson, P. Reader, P. Hahn

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ILSWEST COMMUNICATIONS (2)

July 7, 1996

Rian Wren AT&T - Access Vice President 4480 Willow Road - Report 100 Pleasanton, Catifornia 94588

Door Risn:

I am responding to your June 29, 1995 letter requesting that U.S.WEST re-evaluate our position regarding teriting an On-Line Transfer service for business customers. We have te-evaluated your request for this service through the "Guetomer Expectation" process.

Although U.S. WEST has a current residential teriff for On-Line Transfer, this service will not be offered to business customers. On-Line Transfer does not fit with U.S.WEST's. corporate stretagy and the decision remains not to offer this service to business customers. US WEST does not wish to pursue this request further.

U S WEST recognizes AT&T's concern that it can take up to 20 days to identify new customers. Our quality process indicators show that the service order process takes an everage of 5 to 14 days for notification to occur to AT&T. We also recognize that AT&T wants their customers on the right service initially. U S WES'! wants to easist AT&T's efforts to shorten the interval before you contact your customers and we have implemented a process team through the subscription group. Linds Miles on my staff is the account team contact on this team. We are confident that eightfloant progress can be made through this teams' efforts.

Again, I apologize that I cannot meet your expectation regarding this specific request. If i can be of turber secistance, please do not heritate to call me or Mike Johnson on (303) 896-0832.

Yours truly,

marga

ATM

August 30, 1995

M.S. Marge Gorshe
Vice President - Carrier Market
AT&T Account Team
U S WEST Communications, Inc.
1801 California St., MBC 2440
Denver, CO 80202

to	Middles	Die
P. READER	K. FR. PR	14. 19.
A. LYNCH	BACLAL	8/30
C. HUNT	BARFISER	1331
F. WREN		
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Dear Marge,

This letter is being issued to modify AT&T's original request dated May 24, 1995 requesting that U S WEST file an access tariff for On-Line Transfer Service for business class customers. Although U S WEST's last two responses state that this service is not a strategic/feasible product opportunity for you to pursue, AT&T views this as a reasonable request for service and believes you are obligated to provide such service at a reasonable, cost-institud rate under Section 201 of the Communications Act. AT&T would like to begin purchasing this feature—assuming we agree on terms and price—from your business offices by 4th quarter 1995.

Specifically, AT&I wishes to order an On-Line Transfer feature (depending upon the exact offering price) for business customers who call you to order a new line, an additional line, or change their PIC to order a new line. With On-Line Transfer Service, once U S WEST's representatives have completed their business, they would then always transfer to an AT&T representative all calls from business customers. AT&T would provide an 800 number to receive these on-line transfers. We would expect that your representatives, after connecting the end user to us and verifying the connection, would hang up and not participate further in the conversation.

On-Line Transfer service will allow the AT&T representative to discuss additional terms and features of AT&T long distance service, and will help assure that business customers sign up initially for the "right" AT&T business service. We suggest the following dialog for U S WEST's representative:

"Now that you've selected AT&T as your long distance carrier, I'm going to transfer you to AT&T. Please have the telephone number I just provided to you ready, so you can provide it to the AT&T representative."

AT&T does not intend this proposal to affect in any way calls from customers with billing inquires or other questions for AT&T. We would expect to continue to handle those calls through aiready-established channels. The 800 number for the On-Line Transfer feature would be separate and used only for customers whose PICs are changed to "10288".

Please respond to this request by September 14, 1995 with your plans to support the tariffing of On-Line Transfer Service. Should U.S. WEST continue to decline this request for service, AT&T will have to consider its legal alternatives. If you have any questions please give me a call at (510) 224-1020 or have your staff contact either Amy Lynch on (303) 298-6169 or Peggy Reader on (303) 298-6172

Sincerely

cc: C. Hunt, M. Johnson, A. Lynch, T. Bessey, P. Reader, P. Hahn

D SNORLDWAR

Seguenter 14. 1995

A440 Willow Road Room 100 Pleasanton, CA 9 *TT 252

Dear Rian:

Your August 20, 1995 letter texts requesting that U.S. WCST file an On-Little Transfer service for customers having a "business" class of service has been seviewed. Unfortunately, U.S. WEST has not changed our position from previous correspondence.

As this class. U.S. WEST does not wish to puzzve this sequent further with ATAY. On Line Transfer does not fix with U.S. WEST's composate strategy and the decision remains not to other this service to customent. U.S. WEST is of the opinion that we are not abligated to effer this type of service under Section 201 of the Communications Act.

I stoppies Alks's good of shortens, the time in which you make your initial contact with your contour, and hering; them receive the right service solution during your initial contact. U.S. WEST is continuing to make improvements with the subscription process team that it in place. Currently, U.S. WEST informs Alks of a new patterns within 3 days in \$5% of the society win the CARE system. I will continue to monitor this process team's cofficers and I will be happy so effer any maintance to Alks that I can regarding this process.

Agria, I spologize that I common speet your expectation regarding this specific request. If you are planning to submit this issue as part of the discussion for the Officers' masting in Saparaby, phase let see know. I beside to call see if I can be of further assistance. Do no

Marke

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that those markets remain subject to U S WEST's monopoly control, and that AT&T today could

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not provide the one-stop shopping so easily achieved by U S WEST when it combined with Qwest.

- 2. As I understand U S WEST's statements, U S WEST suggests AT&T could offer one-stop shopping because there are no longer legal barriers to entry for U S WEST's local markets and because AT&T has three avenues for entry into those markets. It also appears to me that U S WEST is arguing that it could satisfy the standards of Section 271 of the Act. This is so even though U S WEST has yet to file a Section 271 application with the Federal Communications Commission ("FCC") and is only in the initial stages of proceedings before state commissions to examine whether U S WEST has taken the steps necessary to satisfy Section 271's standards. However, Ms. Aguilar's and other of U S WEST's factual allegations fail to demonstrate that U S WEST's local markets are open to sustainable competition or that AT&T could offer one-stop shopping for local service and long distance services in U S WEST's region.
- 3. As an initial proposition, Ms. Aguilar's claim in ¶2 of her Declaration, that U S WEST no longer has legal monopolies, matters little because U S WEST has controlled de facto and de jure monopolies throughout its region during most of this century. This allowed U S WEST to construct local networks with ratepayer funds and without competition. In turn, it gave U S WEST bottleneck control over local networks that has been recognized by Congress. the courts and the FCC.
- 4. In the same vein, the mere fact that U S WEST has signed many agreements with potential competitors or expended millions of dollars since passage of the Act does not demonstrate the openness of U S WEST's local markets. See Aguilar Declaration, ¶ 3-13. The content of those agreements and, more fundamentally, how and whether they are being implemented, are the critical issues. Those issues will be addressed when and if U S WEST files applications with the FCC under Section 271 of the Act. The state commission filings related to Section 271 referenced in ¶ 14 of the Aguilar Declaration are only preliminary factual

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investigations and in fact have only recently begun. Furthermore, in one of those proceedings, before the Wyoming Commission, U S WEST itself has alleged that there has been no competitive entry in that State.

- 5. Although U S WEST claims it has made efforts to open its markets, U S WEST fails to note that it has been fined for failing to comply with its contractual duties to turn over critical documents necessary to provide nondiscriminatory access to components of its local networks., Furthermore, numerous competitive local carriers have been forced to bring complaints against US WEST for its failure to comply with the market-opening requirements of the Communications Act.²
- 6. U S WEST argues there are three avenues through which AT&T could enter U S WEST's local markets or provide one-stop shopping. Unfortunately, none of those avenues allow AT&T or other carriers to provide broad-based local entry or one-stop shopping for telecommunications services. I address consecutively U S WEST's claims with regard to resale

See Order Finding Continuing Violation and Levying Civil Penalties, State of Iowa, Dept. of Commerce Utilities Board, In re MCIMetro Access Transmission Services, Inc., and U.S. WEST Communications, Inc., Doc. No. A1A-96-2 (Arb. 96-2) (Apr. 4, 1997); see also Order to Show Cause and Notice of Prehearing Conference, Colorado Public Utilities Commission Docket No. 97C-432T (Sept. 26, 1997) (directing U S WEST to justify use of web-based interface to provide access to resale and certain network elements, which State has determined "may not comply with the Act and the FCC Order"); In re: U S WEST Communications, Inc., Iowa Utilities Board Docket No. RPU-96-9, Final Decision and Order (Apr. 23, 1998) (finding web-based interface developed by U S WEST for access to resale and certain network elements does not meet requirements of the Act).

² See, e.g., American Communication Services, Inc. v. U S West Communications, Docket No. F01051B-98-0144, Az. Corporation Commission (filed March 18., 1998) (alleging delay and misinformation that has prevented ACSI "from bringing competition to Arizona telecommunications consumers); In the Matter of Complaint by American Communications Services, Inc. Against U S West Communications, Inc., Docket No, 98-150-TC, New Mexico State Corporation Commission (filed March 17, 1998) (same); In the Matter of Complaint by InfoTel Communications, LLC Against U S West Communications, Inc. Concerning Resale of Contract Services, MPUC Docket No. P-421/C-98-10, Minnesota Public Utilities Commission (filed Jan. 2, 1998) (alleging unreasonable and discriminatory limitations on resale of telecommunications services, in violation of Act); In the Matter of the Complaint of MCIMetro Access Transmission Services Against U S West Communications, Inc., Docket No. p-421/C-97-1348, Minnesota Public Utilities Commission (Nov. 4, 1997) (order finding jurisdiction and initiating expedited proceeding concerning MCIMetro's allegation that U S West is inhibiting the development of local competition).

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of U S WEST's services, reliance on U S WEST's provision of unbundled elements or entry by a few carriers in limited areas.

- Resale of U S WEST's services is not a viable option for AT&T's broad-based local entry or the offering of one-stop shopping. First, and with specific regard to one-stop shopping, Section 271(e) of the Act bars AT&T's packaging of resold local service with AT&T's long distance services. Second, the resale discounts established by state commissions pursuant to Sections 251 and 252 of the Act are far too low to allow viable resale competition. By way of comparison, they are much less than the resale discounts available in the competitive long distance markets. Furthermore, AT&T already has lost hundreds of millions of dollars nationwide attempting to compete in local markets on a resale basis. Finally, necessary operational support systems ("OSS") required under the Act, as well as other standards and procedures subject to U S WEST's control, are not yet in place in the U S WEST region. (OSS include the computer systems that are necessary for determining whether an order can be placed. placing the order, checking its status, and processing billing, repair and maintenance once service is established.).
- 8. Reliance on U S WEST's unbundled network elements for broad-based entry or one-stop shopping in competition with the U S WEST/Qwest offering similarly is impossible. Not only has U S WEST failed to establish the required OSS, standards and procedures necessary for other carriers to access unbundled elements, U S WEST also has effectively refused to provide unbundled network elements in combination and has sought to escape any obligations to do so under existing agreements. (Combinations of network elements are critical to allow broadbased local competition with U S WEST; they are required under the Act.) Instead, U S WEST requires carriers to be collocated in all of its hundreds of switching offices or to attach to a "SPOT Frame" in those offices to obtain access to unbundled elements.

These alternatives are both technically and operationally infeasible and would inevitably provide poorer quality access for AT&T and other carriers than U S WEST provides itself.

Indeed, the Iowa Utilities Board recently concluded that U S WEST's "SPOT frame approach is inefficient, expensive, inconsistent with network security, and provides discriminatory access to UNEs." Not surprisingly, carriers in U S WEST's region have not been able to use U S WEST's proffered methods of access to unbundled elements.

- U S WEST also points to certain limited entry by carriers such as McLeodUSA 9. and NEXTLINK to demonstrate that local competition exists and that one-stop shopping could be offered by these or other carriers. Crandall Declaration § 10. But even U S WEST recognizes this entry has occurred in only a few locales. Id. Furthermore, such carriers market primarily to a limited set of business customers in those locales. In addition, they must rely upon U S WEST unbundled elements or resold services as to which U S WEST has foreclosed or degraded access. Unfortunately, entry by such carriers will not produce broad-based local competition or opportunities for one-stop shopping in the foreseeable future.
- 10. Finally, I would note that Ms. Aguilar's claims regarding AT&T's commencement of arbitrations in state commissions, ¶ 12, or lack of entry by AT&T in U S WEST's local market, id., tell far less than half of the story. AT&T commenced arbitrations in front of state commissions because of U S WEST's intransigence, while U S WEST has appealed every state commission decision that has become final in those arbitrations and avoided implementing them through a variety of devices. In short, it is far too early to conclude that AT&T will not be able to enter U S WEST's local markets, but U S WEST first must act so that

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In re: AT&T Communications of the Midwest, Inc., and U S WEST Communications, Iowa Utilities Board Docket Nos. A1A-96-1 et al., Final Arbitration Decision on Remand, p.21 (May 15, 1998).

such entry becomes possible. Until that time, AT&T will not be able to provide the kind of one-stop shopping U S WEST so easily achieved by its arrangement with Qwest.

DATED this 27 day of May, 1998.

Charles WARD

DECLARATION OF CHARLES WARD - 6
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Seattle

Davis Wright Tremaine LLP LAW OFFICES 2500 Centry's Square - 1301 Fourth Avenue Sound, Weshington \$6101-1688 (206) 522-3150 - Fax: (206) 528-7099

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1		The Honorable William I. Duzzer
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8 9	FOR THE WESTERN DIS	TES DISTRICT COURT STRICT OF WASHINGTON EATTLE
10)
11	AT&T CORP.,))) No. C98-634 WD
12	MCI TELECOMMUNICATIONS CORPORATION,) AFFIDAVIT OF LEWIS M.
13	ASSOCIATION FOR LOCAL TELECOMMUNICATIONS SERVICES,) CHAKRN
14) FILED UNDER SEAL
15	McLEOD USA TELECOMMUNICATIONS SERVICES, INC.,)
16	ICG COMMUNICATIONS, INC.,)
17	GST TELECOM, INC.,	
18	Plaintiffs,	
19	v.	
20	U S WEST COMMUNICATIONS, INC.,	
21	Defendant.	
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FROM :

Before the FEDERAL COMMUNICATIONS COMMISSION RECEIVED Washington, DC 20554

In the Matter of)

Implementation of the Non-Accounting)
Safeguards of Sections 271 and 272 of the)
Communications Act of 1934, as amended;)
and)

Regulatory Treatment of LEC Provision)
of Interexchange Services Originating in the)
LEC's Local Exchange Area

REPLY COMMENTS OF US WEST, INC.

Robert B. McKenna Richard A. Karre Gregory L. Cannon Sondra J. Tomlinson Suite 700 1020 19th Street, N.W. Washington, DC 20036 (303) 672-2861

Attorneys for U S WEST, INC.

Of Counsel, Dan L. Poole

August 30, 1996

272(e)(4) will allow the BOCs "to cross-subsidize long distance service and engage in discrimination against facilities-based long distance carriers[.]". But we are not told just how the BOCs will do this, in light of the equality requirement, and it is not at all obvious. Indeed, the most likely impact of a proper interpretation will be to lessen the reliance of non-facilities-based IXCs on AT&T for their transport."

IV. THE PROPOSED INTERPRETATIONS OF THE JOINT MARKETING PROVISIONS WOULD READ THOSE PROVISIONS OUT OF THE ACT (¶¶ 90-93)

Once a BOC has received Commission authorization to provide in-region, interLATA service, Section 272(g)(2) allows it to market and sell its separate affiliate's in-region, interLATA service. This provision addresses only a BOC's actions with respect to the in-region services of its separate affiliate; it does not address at all what a BOC may or may not do with respect to services provided by unaffiliated IXCs. Hence, the Commission must reject out of hand MCI's suggestion that Section 272(g)(2) prohibits a BOC from "teaming" with an unaffiliated IXC."

⁵⁰ AT&T at 42-43.

AT&T claims that the interplay of Section 271(f), which "sunsets" all of Section 272 except subsection (e), and Sections 272(e)(2) and (4), which, by their terms, apply only to dealings between a BOC and a separate affiliate, means that a BOC must continue to provide interLATA services in a separate affiliate, even though the separation requirements of Section 272 (except for subsection (e)) no longer apply to that affiliate. AT&T at 30 n.29. Of all the possible interpretations of these provisions, this is surely the least likely. The better interpretation is that these two provisions continue to apply to a separate affiliate if the BOC chooses to maintain its interLATA business in such an affiliate, or that they apply to the BOC's interLATA operation, even after it has been integrated into the BOC." MCI at 47